

# **Kansas Eligibility Enforcement System (KEES)**

Joint Committee on Information Technology

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# KEES Programs

## **Programs Implemented with the KEES System:**

### **Phase 2 – In Production July 2015**

- Children's Health Insurance Program
- Medicaid (Modified Adjusted Gross Income Eligibility)
- Medicaid (Elderly and Disabled Eligibility)

### **Phase 3 – In Production Second Half 2017**

- Food Assistance
- Child Care Subsidy
- Temporary Assistance for Needy Families (TANF)
- Employment Services:
  - Work Programs
  - Food Assistance Employment & Training (FAET and GOALS)
- Adoption Support Subsidy
- Youth Independent Living
- Permanent Custodianship
- Automated IV-E Eligibility
- General Family Services for PPS
- Low Income Energy Assistance Program (LIEAP) 2019 Season

# KEES Historical Timeline

- **March 2010** – Affordable Care Act signed into law.
  - **October 2010** – KEES RFP Issued.
  - **August 2011** – Contract signed with Accenture.
  - **July 2012** – KEES Medical Self Service Portal implemented.
  - **July 2012** – Presumptive Eligibility Portal implemented.
  - **February 2013** – ***Focus on Medical*** Redirects KEES Design, Build and Testing Activity.
  - **November 2014** – FFM open enrollment service implemented.
  - **July 2015** – KEES Medical Eligibility implemented into production.
  - **July 2015** – Presumptive Eligibility for Hospital PE added to PE Portal.
  - **January 2016** – ERO 43
- To date, 17 post-implementation releases with enhancements and defect fixes have been implemented for Phase 2.

# KEES Challenges

- Change to a Phased Approach
  - In consultation with CMS, in February 2013, KEES Project changed to a phased approach with implementation of KEES Foundational functions for the integrated eligibility system and Medical functions in Phase 2 and KEES Human Services functions in Phase 3
- Policy Changes
  - HOPE Act
  - Federal Policy Changes
    - TOP
    - eDRS
- FNS Pilot Requirement
  - January 2014 FNS Regulation introduced Pilot Requirement
  - Issues with pilot rollout
- Complex Technology
  - Integration between KEES and DCF Legacy Systems.

# KEES Response

- Developed Entrance Criteria to Re-start Pilot/Pilot Plan
  - Defect Counts.
  - CR Completion.
- Implemented Functional Expectations Scorecard for Go-Live Readiness.
  - Required Change Requests, Critical and High Defects, Pilot Criteria to meet, Legacy System Tests Cases to complete, Interfaces and Conversions to be delivered, Reports to be delivered, NOAs and Forms to be delivered, Staff remaining to be Trained, P3 Go-Live Activities not at 100%, Remaining Required Sign Offs.
- Enhanced State Test Involvement with Business Emphasis
  - Pilot Discovery Testing.
  - Laboratory Casework.
  - Implemented 200+ Additional Test Scenarios.
  - Iterative 2 Week cycle for Functional Development and Test Schedule.
  - Additional Field Participation in Pilot.

# KEES Integrated Functions

## **Integrated Functions Implemented with Phase 3**

- Master Person Index
  - Improved Person/Case Search Capability.
  - Improved File Clearance and Registration Functions.
- Golden Gate Legacy System Data Synchronization Engine
  - Legacy System Integration.
  - Mandated Action Referrals.
- Comprehensive Data Collection and Shared Data Use
  - Auto-Update of Data across programs for changes.
  - Imaged Documents for verifications.
- ABMS Product Version Upgrade

## Active Program Blocks by Agency

- DCF Approximately 136,000
- KDHE Approximately 250,000

# KEES Phase 3 Projected Go-Live

- KEES Phase 3 will not go live in April 2017, as provided in Amendment 24.
- DCF, KDHE and Accenture are working on a late summer 2017 implementation.
- Critical factor is that the system will meet the needs of clients and staff and fulfill expectations of Kansans

# Question Answers

- **KEES Contracts**

- **Contract 9530: STA Consulting;** Provides Staffing for Project Management and Subject Matter Expertise and Business Analysis for Medicaid and Human Services Programs.
- **Contract 36712: E Funds Corporation;** Provides Electronic Benefit Transfer Services (EBT Card) for Human Services Benefit Programs.
- **Contract 42048: Lexmark Enterprise Software;** Provides Professional Services for the KEES Document Management (Imaging System) *ImageNow*, which is a Lexmark software product.
- **Contract 11162: Enterprise Services LLC (HP);** Provides Premium Billing Services for the Children’s Health Insurance Program (CHIP).
- **Contract 42133: IBM;** Not actually a contract but a Prior Authorization billing instrument to bring on-site an IBM Mainframe tuning specialist in the Oracle GoldenGate Database synchronization product used by the KEES system to integrate KEES with Mainframe systems used by DCF.
- **Contract 36075: Accenture LLP;** The primary contractor for the design, development and implementation of the KEES system.
- **Contract 42057: Accuity Asset Verification Services;** Provides asset verification services to support eligibility determinations for the Elderly and Disabled Medicaid program. Certain Eligibility programs such as Long Term Care require applicant owned assets be used as part of the eligibility determination process. Asset Verification is a *Centers for Medicare and Medicaid (CMS)* mandated requirement for eligibility determinations for Medicaid programs.
- **Contract 37728: IE Consultants;** Provides contract application systems development for DCF, including the DCF Legacy System interface with the KEES system.
- **Contract 40581: Maximus Health Services;** Contractor for the Kansas KanCare Clearinghouse, providing eligibility determination services for Medicaid programs using the KEES system.
- **Contract 40850: Enterprise Services LLP (HP);** Provides Fiscal Agent services for the KanCare Medicaid program. The KEES system required changes to the MMIS interface with eligibility system.



## KEES Key Business Drivers – Phase 2

- **Programs included in KEES Phase 2**
  - Children’s Health Insurance Program – CHIP
  - Medicaid – MAGI
  - Medicaid – Elderly and Disabled

## KEES Key Business Drivers – Phase 2

- **Business Drivers**

- **Modified Adjusted Gross Income Eligibility Determination**

- KEES enables compliance with the Medicaid rules changes implemented with the Affordable Care Act to use the modified adjusted gross income of households to determine Medicaid eligibility. The legacy system could not be modified to determine eligibility using the new rules.

- **Self Service Portal**

- On-line application submission using web-based application process. When an applicant submits their application using the self-service portal no manual data entry is required to begin processing the application. Paper applications required data entry workers to input applicant information into the legacy system before any processing of the application began. The elimination of this step reduces the number of data entry and mailroom staff required to process applications.
    - On-line Eligibility Checker for applicants to determine their potential eligibility. This feature allows applicants to determine their potential eligibility without having to submit the 18 page application for Medicaid. This provides immediate feedback to the consumer about the potential eligibility status.

## KEES Key Business Drivers – Phase 2

- **Business Drivers**

- **Electronic Verifications**

- KEES replaced manual verifications and provides for electronic verifications for Identity, citizenship, Immigration Status, and Minimum Essential Coverage for Medicare through the Federal Data Services Hub. KEES also has interfaces that integrate with Equifax and the Kansas Department of Labor to electronically verify income and determine reasonable compatibility for household income. This reduces the manual staff time required to verify applicant submitted information.

- **One-Stop-Shop Integration with Federally Facilitated Marketplace for Insurance (FFM)**

- KEES integration with the FFM enables electronic transfer of applications between the two systems. If someone applies for insurance at the FFM their application is assessed using Kansas Medicaid eligibility rules. If they are assessed to be eligible for Kansas Medicaid their application and all the information verifications are electronically routed to the KEES system. Likewise, if someone applying for KanCare is determined not eligible for benefits and they have indicated they want their application submitted to the FFM for insurance benefits KEES automatically sends their application to the FFM. This ensures that applicants do not have to apply for benefits again regardless of which system they submitted their application to.

## KEES Key Business Drivers – Phase 2

- **Business Drivers**
  - **Consistent Determination of Eligibility**
    - KEES makes eligibility determinations using an automated rules set that ensures that, regardless of who processes their application, the same eligibility criteria is used. The legacy system required workers to determine eligibility off system for MAGI determinations.
  - **Automated Correspondence**
    - KEES implemented rule based automated correspondence that aligns all determination correspondence with eligibility criteria. It also provides for workers to automatically generate correspondence when additional information is required from the applicant. Contains a system forms repository, allowing documents to be queued and sent from the Printer Vendor instead of manual generation and mailing process.
    - Annual Reviews and redeterminations are automatically generated by the system and mailed by the print vendor without requiring manual intervention. The reviews are barcoded so that when they are returned they can be scanned and automatically linked to the case under review to reduce staff time to process the pending review. When scanned a system task is automatically generated and routed to the eligibility staff to notify them that the review has been received and alerting them to work the review. This allows for more timely review processing.

## KEES Key Business Drivers – Phase 2

- **Business Drivers**

- **Reduced Fraud**

- KEES ensures that individuals cannot receive benefits from multiple cases by implementing a Master Person Index that does not allow the registration of duplicate SSNs for eligibility determination. In the legacy system the worker had to research cases to determine if someone already existed on a case when an application was submitted. This allowed for multiple instances where the same SSN was used on more than one case. This change reduces the required research time to register cases by automatically preventing the eligibility worker from creating multiple instances of a person in the system.
    - Electronic verifications reduces the potential for fraud by verifying income, identity and citizenship with other trusted source systems rather than relying solely on information provided by the applicant.
    - Provides a holistic view of programs and services a client is receiving so that benefits are not duplicated.
    - Gives staff the ability to search on address to more easily identify multiple households living at the same physical address.
    - Offers easy access to person level information such as income and resources as this data follows the person from case to case.
    - Automatically links case numbers that have the same primary applicant so staff can use this as a point of reference when processing information.

# KEES Key Business Drivers – Phase 2

- **Business Drivers**

- **Business Efficiency**

- KEES is designed to match the system workflow with the business workflow for eligibility processing and automatically route applications to the next group of eligibility workers to perform the next processing step. The system automatically generates a task to be claimed by the worker when a case has been submitted to their queue. Using the legacy system workers had to rely on off system forms of communication to keep application moving through the eligibility determination process.
    - KEES provides for workflow reporting that allows business managers to assign staff to workflow queues based on the number of items in any given queue and adjust these assignments as necessary to ensure applications move efficiently through the system without sitting in a queue longer than necessary.
    - KEES also supports the division of labor within the business process so workers can be assigned to tasks based on their experience and expertise. Less experienced staff can be assigned to workflow steps that do not require significant experience relieving experienced staff from having to perform these duties and allowing them to focus on the more difficult eligibility determination tasks.
    - Time sensitive tasks, such as eligibility determination for pregnant women, are given a priority status in the system to ensure they are worked at the earliest possible time.
    - When correspondence is received from an applicant it is automatically routed to the work queue of the person working the applications or case. This reduces the amount of staff time to timely process the case since they are already familiar with it.

## KEES Key Business Drivers – Phase 2

- **Business Drivers**

- **Presumptive Eligibility**

- KEES provides a Presumptive Eligibility Portal that hospitals and clinics can use to submit presumptive eligibility applications. The portal determines presumptive eligibility real-time which allows the provider to give treatment to the beneficiary with no financial risk if they are determined presumptively eligible, even if the applicant is subsequently denied regular KanCare coverage.

- **Document Imaging**

- KEES eliminates paper case files and replaces them with document imaging. This allows eligibility workers to access all submitted and generated paper documents electronically from the case in the system. This eliminates manual filing and ensures that documents are associated to the correct case electronically. Additionally since applicants often receive assistance from other programs, submitted verification documents such as copies of their Birth Certificate, Social Security card or driver's license can be shared among programs reducing duplicate submissions for applicants and reducing case worker time to request these materials.

# KEES Key Business Drivers – Phase 3

- **Legacy System Replacement**

- LIEAP System
- KAECSSES – AE (SNAP, TANF)
- Kan-Pay (PPS payments)
- TOP (Federal Treasury Offset Program)
- KsCares (Child Care, Employment Services)
- BPM Tracker (Business Process Management workload tracking)
- CAPP Client Application (Online Application)
- High-Level Client Index (Tracks clients across systems)

- **Client Self Reliance**

- The DCF Self-Service Portal (SSP) allows clients to:
  - Check for potential PPS and EES program eligibility
  - Apply for TANF/Food Assistance/Child Care online
  - Complete PPS and EES reviews online
  - Report changes related to their PPS and EES cases electronically
  - Check the status of their application
  - View their case details
  - View their benefit amount and history
  - View pending verifications needed to process their case
  - Upload documents needed to process their case
  - View outstanding overpayments and penalties
- KEES automatically alerts Career Navigators to engage clients in Employment Service activities when TANF opens or when a participant has not been engaged in an activity within the past 30 days.



# KEES Key Business Drivers – Phase 3

- **Provide Automated Workflow Aligned with DCF Business Process Management (BPM) Practices**
  - Imaging a document automatically generates a task and routes it to the correct processing team based on the categorization of the document.
  - KEES-designed automated communications where possible between DCF divisions and KDHE through workflow tasks that are handled through email today.
  - Verifications needed to process a case can be tracked within KEES. A task is automatically generated when verifications have not been turned in by the allotted time frame, helping staff to manage application processing timely.
- **Fraud Prevention**
  - Provides a holistic view of programs and services a client is receiving so that benefits are not duplicated
  - Matches child care provider Social Security numbers to benefit recipient Social Security numbers to identify providers who are also recipients with potential income
  - Gives staff the ability to search on address to more easily identify multiple households living at the same physical address
  - Offers easy access to person-level information, such as income and resources, as this data follows the person from case to case
  - Automatically links case numbers which have the same primary applicant so staff can use this as a point of reference when processing information
  - Restricts a Social Security number from being used by multiple people

# KEES Key Business Drivers – Phase 3

- **Deliver Timely and Accurate Benefits**
  - Priorities can be assigned to tasks that allow staff to better triage work that has sensitive processing timelines
  - Real time BPM reports can be accessed within KEES allowing for better management of pending work
  - Statewide access to pending work through electronic casefiles, helping reduce the potential for backlog
  - Automated program policies through system rules—allowing for less human error
  - Calculations for income and child care hours
- **Improve Staff Capacity**
  - Permits single data entry in 1 system for all programs
  - Supports the ability to track penalty records and program-specific time limits within KEES
  - Allows streamlined PPS vendor payments through a KEES/SMART Interface
  - Automates IV-E eligibility for PPS
  - Mails reviews automatically from KEES
  - Contains a system forms repository, allowing documents to be queued and sent from the print vendor instead of manual generation and mailing process
- **Streamline Communication with Employment Service Providers and Partners**
  - The DCF Provider Portal, coming in 2018, will allow our Employment Services providers to:
    - Provide participant attendance directly through the system instead of through email
    - Report changes to their organization and services provided
    - Allows potential providers who want to provide services to make contact with the agency

# KEES Key Business Drivers – Phase 3

- The DCF Self-Service Portal (SSP) allows clients to apply for TANF, Food Assistance, and Child Care, as well as renew their benefits online. EES is expected to receive approximately 3,000 applications and 2,000 reviews per month through the SSP.
- Today, DCF support staff manually mail out 17,000 reviews for EES. KEES will automate this process, *no longer requiring support staff to stuff and label envelopes to manually mail out reviews.*
- Certain eligibility functions done off system will be absorbed into KEES and completed automatically using the KEES Rules Engine. Approximately 150 Food Assistance applicants/recipients are closed or denied each month due to failure to recognize and apply Categorical Eligibility correctly. *KEES will automate this eligibility process ensuring a correct benefit determination while improving staff capacity.*
- EES staff maintains child care subsidies for approximately 11,000 children each month. This involves using off-system worksheets to calculate income and child care hours to determine benefits. *KEES will perform these income and child care hours calculations based on data entered in the system, thus streamlining the Child Care eligibility and maintenance process.*

# Questions

